

Enterprise Incident Report Dec 2010

As of 1/3/2011

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
AGRC	1	8	9
	0	0	0
Customer Company Total	1	8	9
	0	0	0

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
AGRC	1	8	9
	0	7	7
Customer Company Total	1	8	9
	0	7	7

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	High	Low	ATTIR Total
AGRC	1	8	9
	0.16	7.72	6.88
Customer Company Total	1	8	9
	0.16	7.72	6.88

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	High	Low	MR Total
AGRC	1	8	9
	0	3	3
Customer Company Total	1 0	8 3	9 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	High	Low	ATTR Total
AGRC	1 0.20	8 15.72	9 13.99
Customer Company Total	1 0.20	8 15.72	9 13.99

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Detail

INC000000227968	Mike Heagin	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.59
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low Closed	TTR Missed: No	TTR: 0.59
INC000000231220	Matt Peters	Network	None	None	TIR Missed: Yes	TIR: 2.95
	Capitol Hosting	Mike Tyrrell	AGRC	Low Closed	TTR Missed: No	TTR: 2.95
INC000000233752	Michael Foulger	None	None	None	TIR Missed: Yes	TIR: 46.37
	Data Center Operations	Doug Munson	AGRC	Low Resolved	TTR Missed: Yes	TTR: 46.37
INC000000236582	Matt Peters	Server	Error	None	TIR Missed: No	TIR: 0.16
	Capitol Hosting	Shawn Lowry	AGRC	High Resolved	TTR Missed: No	TTR: 0.20
INC000000236653	Matt Peters	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 4.30
	Capitol Desktop Support	Brian Bintz	AGRC	Low Resolved	TTR Missed: Yes	TTR: 25.67
INC000000236842	Matt Peters	Application	Error	None	TIR Missed: Yes	TIR: 1.31
	Capitol Hosting	Matt Dunlap	AGRC	Low Resolved	TTR Missed: No	TTR: 1.31
INC000000236882	Jessica Pechmann	Application	Error	Microsoft Windows 7	TIR Missed: Yes	TIR: 2.07
	Capitol Desktop Support	Brian Bintz	AGRC	Low Resolved	TTR Missed: Yes	TTR: 41.12
INC000000237256	Matt Peters	Application	None	Novell GroupWise	TIR Missed: Yes	TIR: 1.52
	Application Services	Martin Gonzalez	AGRC	Low Resolved	TTR Missed: No	TTR: 1.88
INC000000237664	Matt Peters	Application	Password	Novell GroupWise	TIR Missed: Yes	TIR: 2.61
	Application Services	Martin Gonzalez	AGRC	Low Resolved	TTR Missed: No	TTR: 5.85